

---

# Glossary of Terms and Acronyms

**Asset Management** ? Strategic process for selecting, tracking, reporting, and disposing of tangible GETS equipment and property (EUC).

**End User Computing (EUC)** ? The Service Tower that includes desktops, laptops, network printers, and common software, including Windows and MS Office.

**Maximo** ? Issue ticketing and asset management system used by GETS. Also the data source for reporting EUC devices and other assets.

**Resource Unit (RU)** ? Unit of billing used to measure consumption of IT services provided by GETS.

**Service Desk** ? The Consolidated Service Desk is the single place to call to ask service questions or to report problems with any GETS service.

**Service Tower** ? A grouping of related Resource Units that covers the cost of GETS service.

**Service Provider** ? Georgia Technology Authority

**Service Provider Partners** ? The vendors who are part of the GETS contract. In general, this includes AT&T and IBM (Dell is a subcontractor to IBM).

---

Source URL: <http://gta.georgia.gov/book-page/glossary-terms-and-acronyms>